

FIG. 1

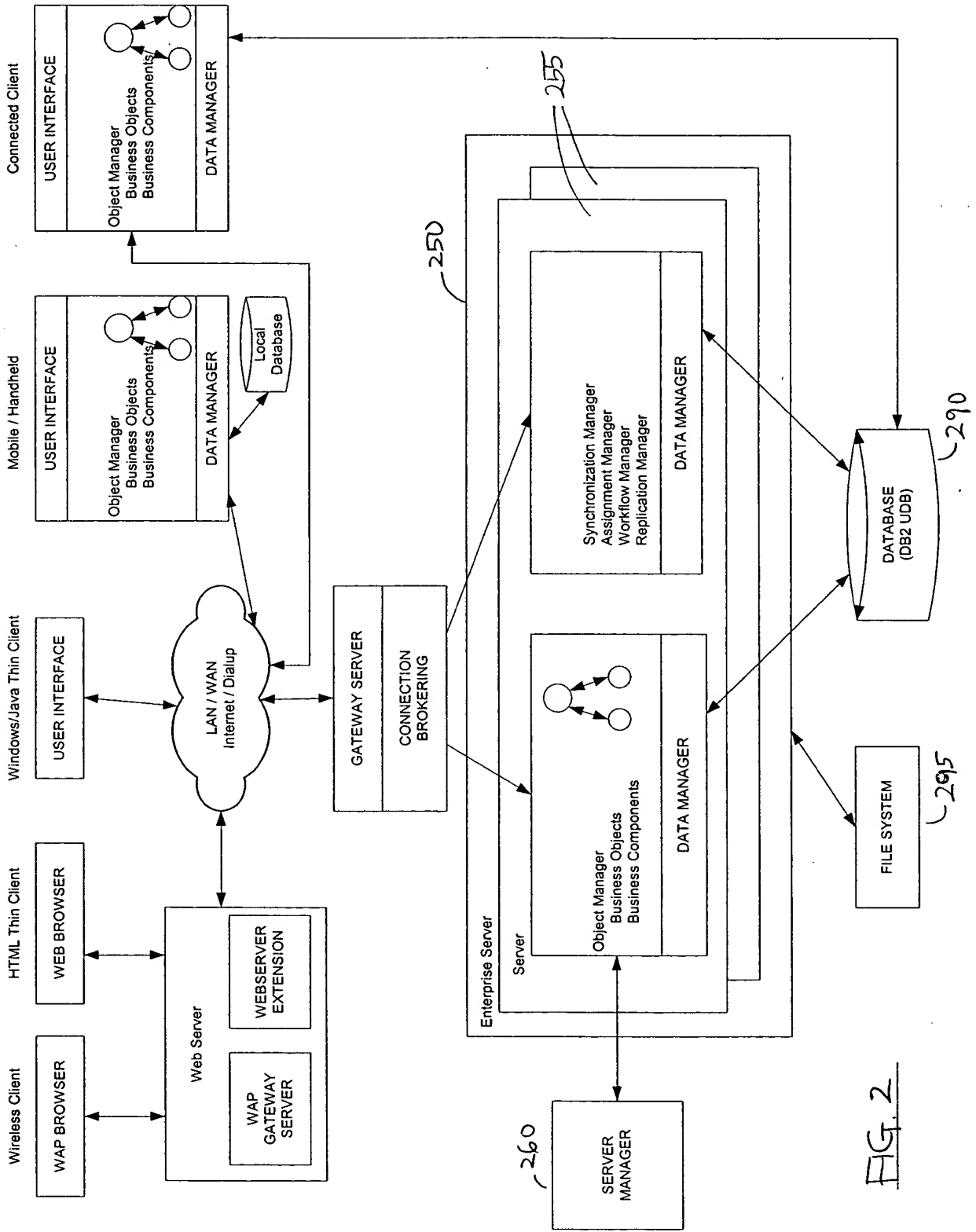


FIG. 2

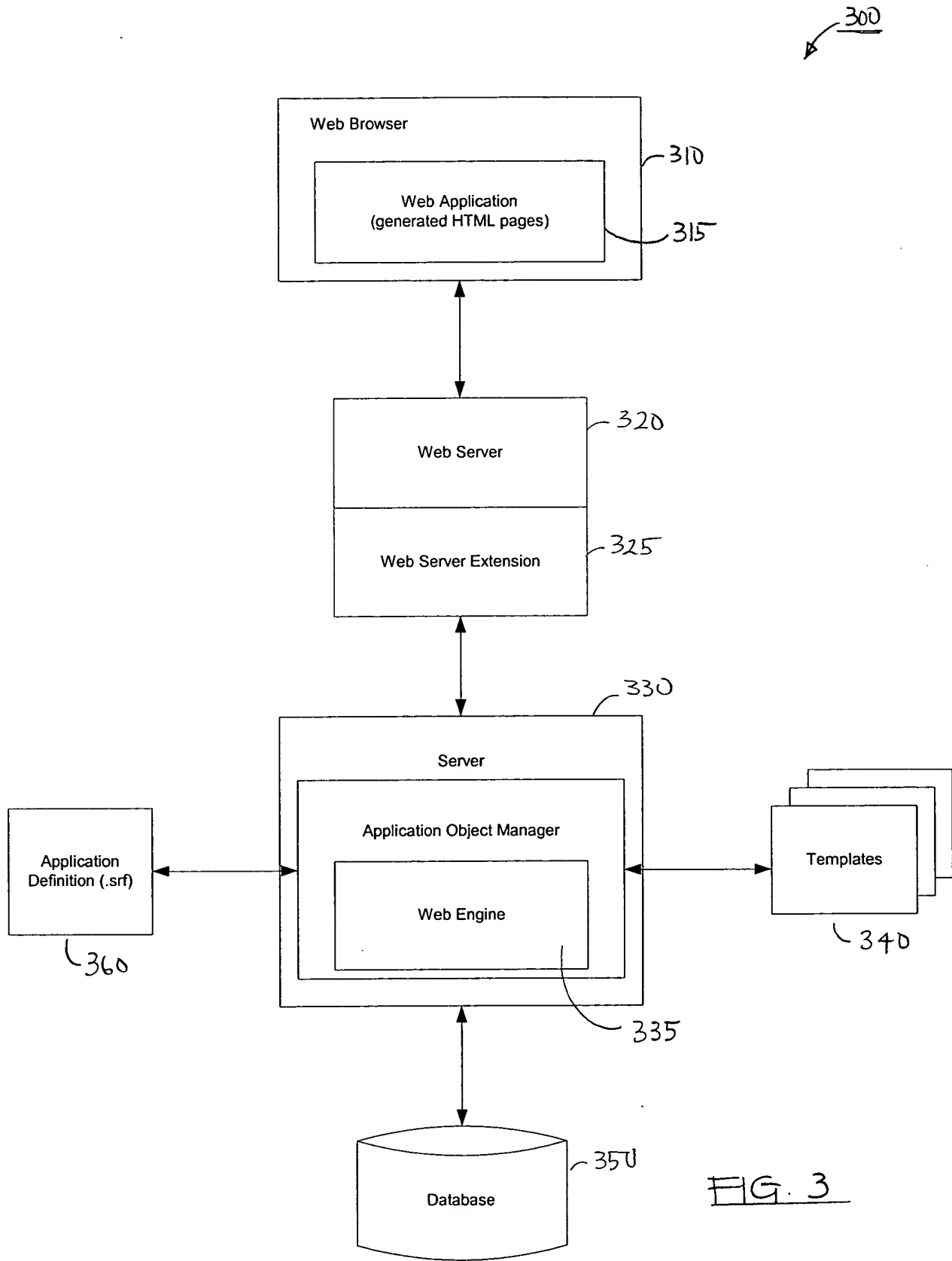


FIG. 3

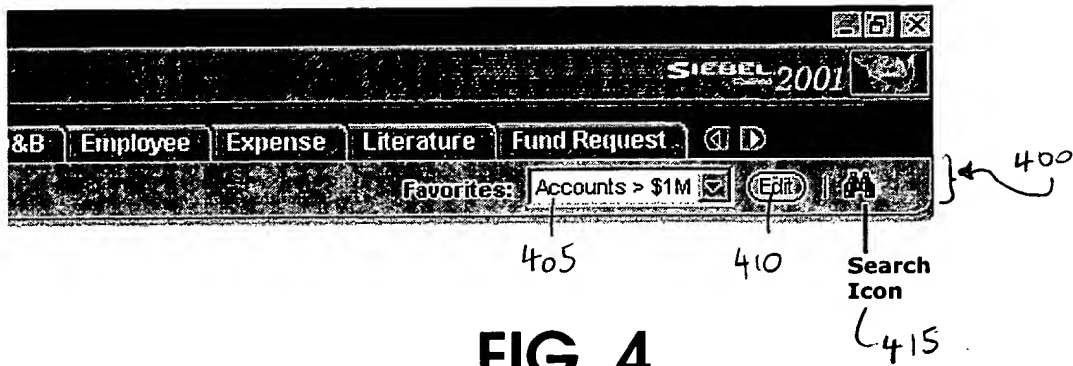


FIG. 4

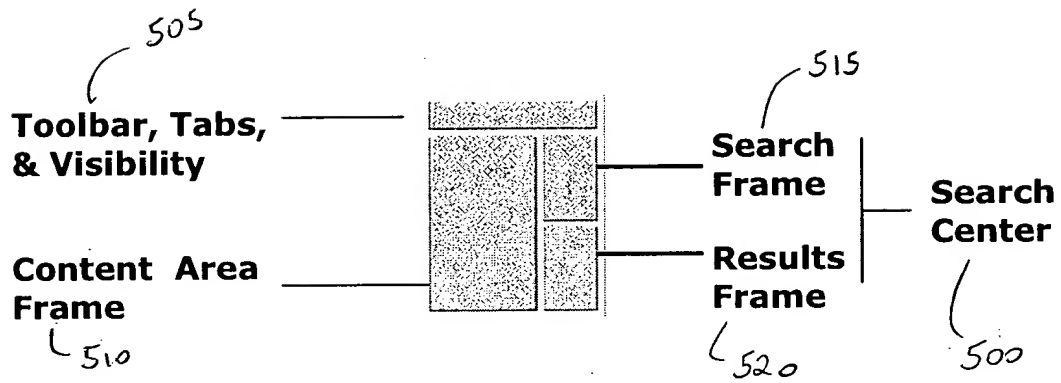


FIG. 5

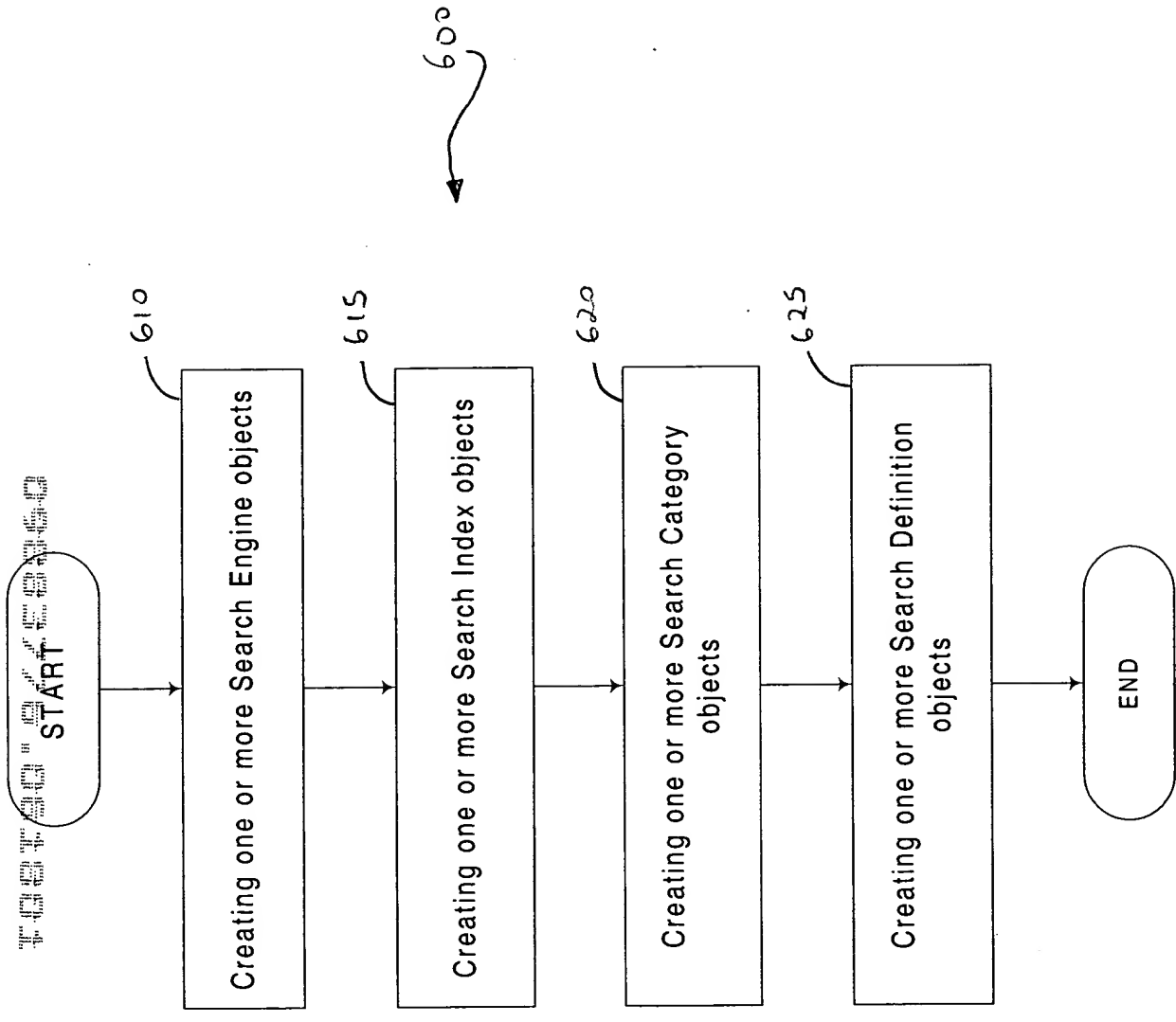


FIG. 6

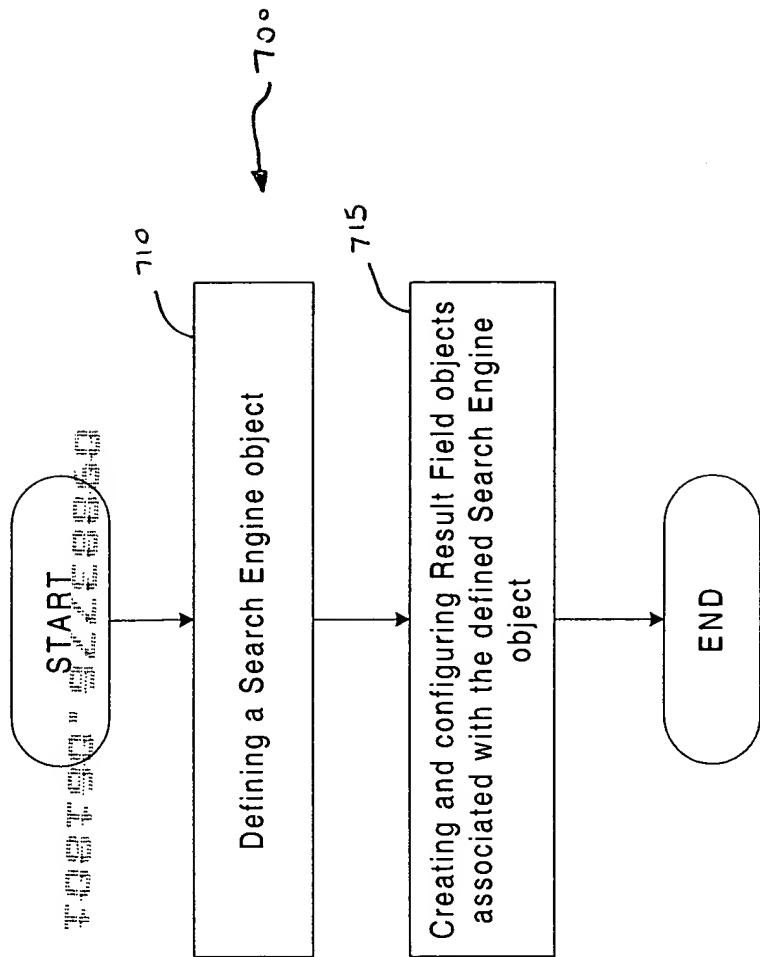


FIG. 7

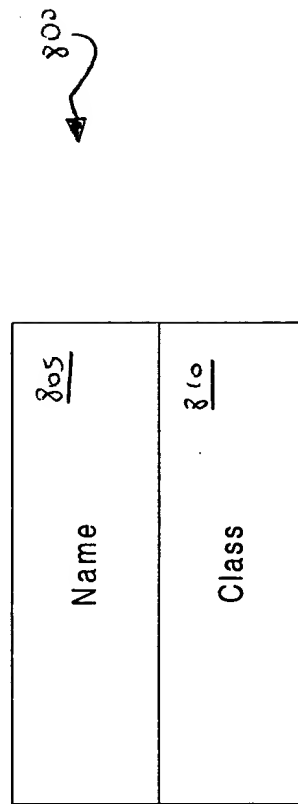


FIG. 8

FIG. 9 is a schematic diagram of a database table structure.

| | |
|------------|----------------------------------|
| <u>905</u> | Column Name |
| <u>910</u> | Create Column Flag (Optional) |
| <u>915</u> | Data Type (Optional) |
| <u>920</u> | Index Mode (Optional) |
| <u>925</u> | Name |
| <u>930</u> | Text Length (Optional) |
| <u>935</u> | Type |

900

FIG. 9

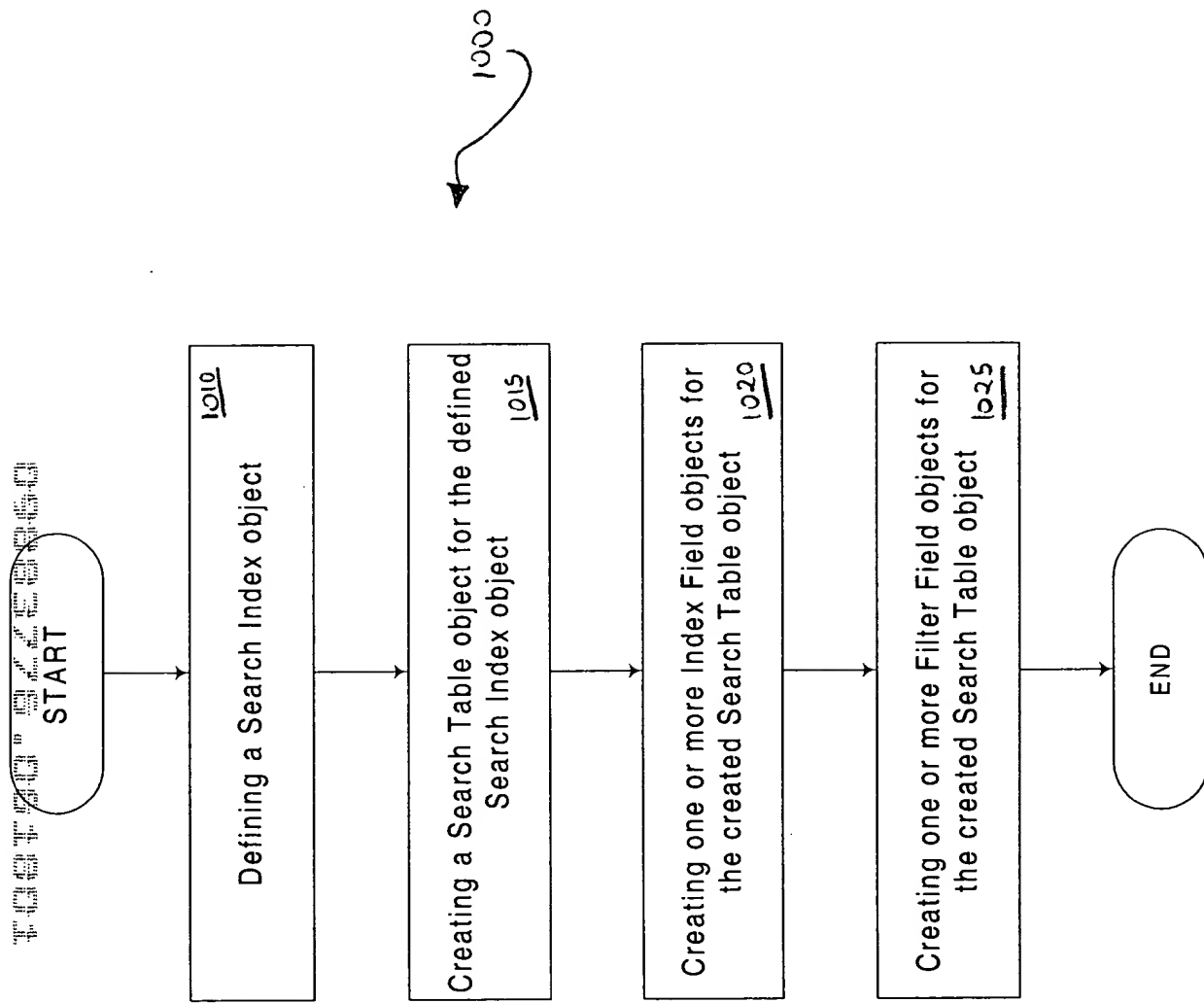


FIG. 10

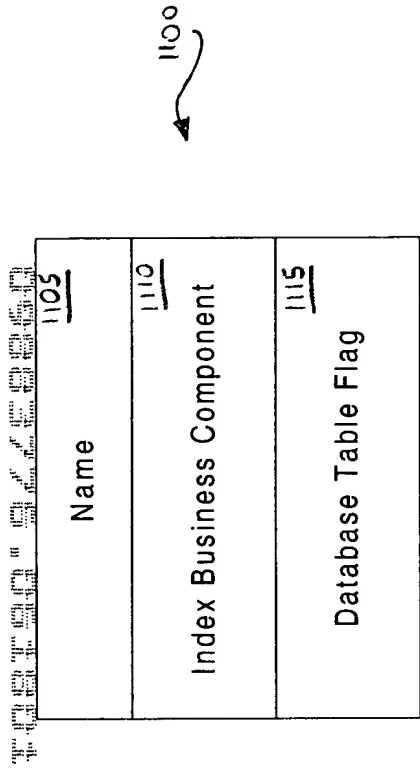


FIG. 11

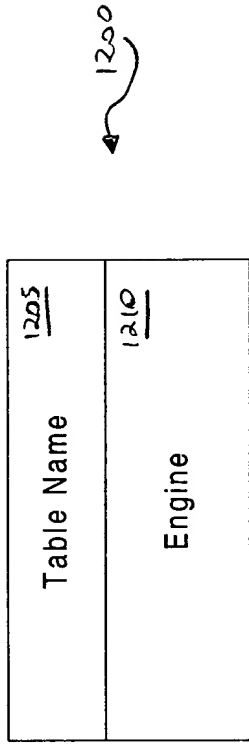


FIG. 12

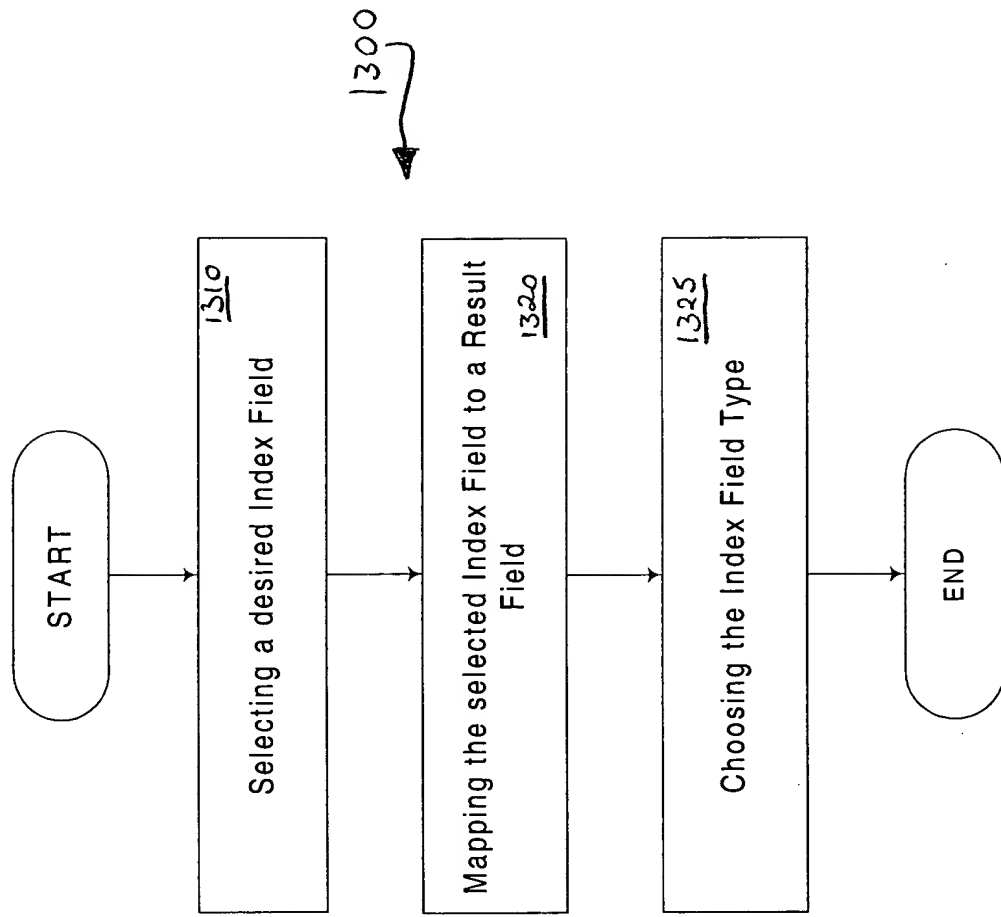


FIG. 13

| |
|---|
| <u>1410</u> Business Component Field |
| <u>1415</u> Result Field (Optional) |
| <u>1420</u> Index Field Type (Optional) |
| <u>1425</u> Sequence |

1400

FIG. 14A

| |
|--|
| <u>1455</u> Name |
| <u>1460</u> Column Name |
| <u>1465</u> Data Type (Optional) |
| <u>1470</u> Index Mode (Optional) |
| <u>1475</u> Sequence |
| <u>1480</u> Text Length (Optional) |

1450

FIG. 14B

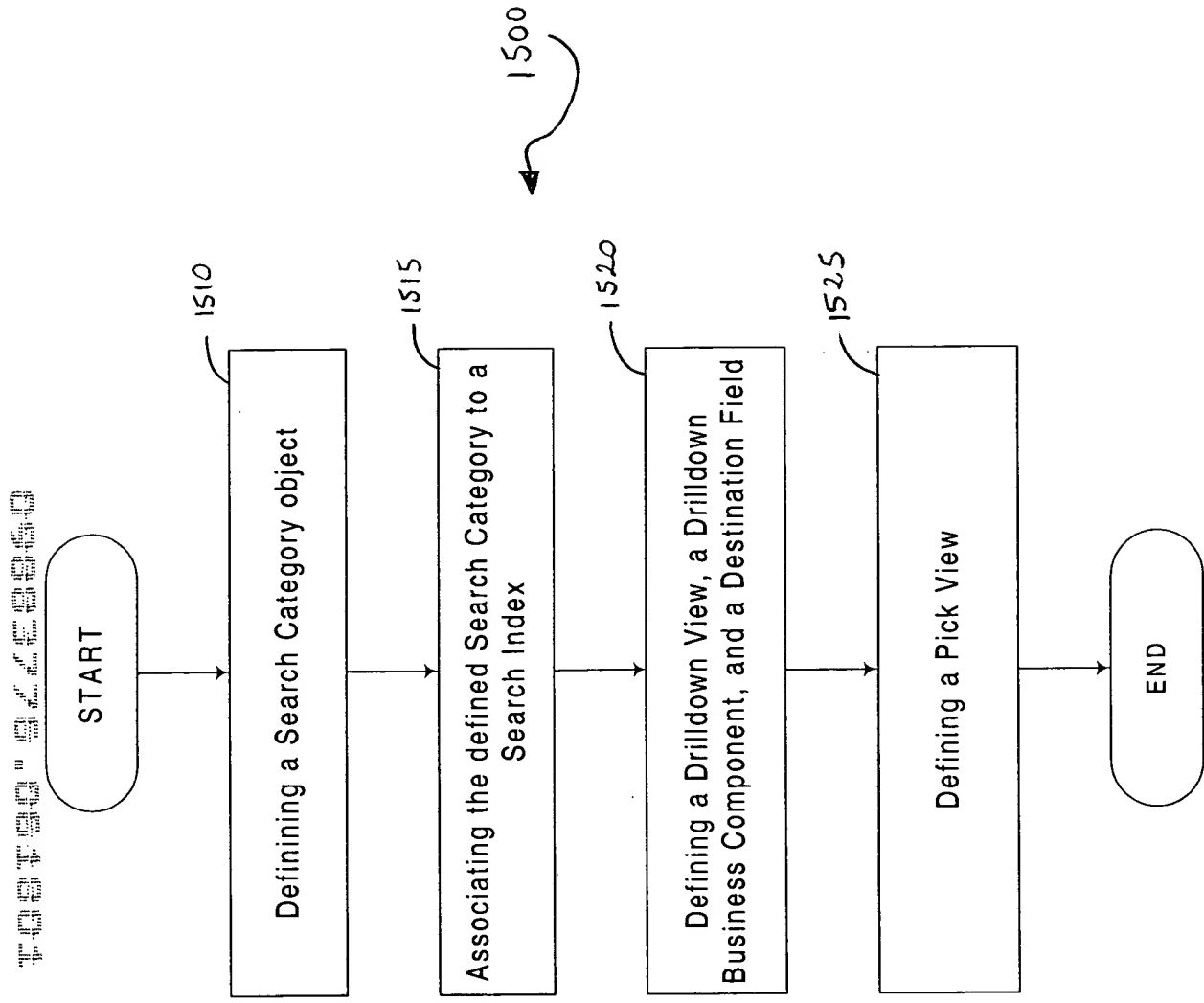


FIG. 15

| | |
|--|-------------|
| Name | <u>1605</u> |
| Search Index | <u>1610</u> |
| Drilldown Business Component (Optional) | <u>1615</u> |
| Drilldown View (Optional) | <u>1620</u> |
| Result Identifier (Optional) | <u>1625</u> |

1600

FIG. 16

| | |
|---------------------------------|-------------|
| Applet | <u>1705</u> |
| View | <u>1710</u> |
| Name | <u>1715</u> |
| Destination Field (Optional) | <u>1720</u> |

1700

FIG. 17

FIG. 18 is a flowchart illustrating a process for creating a search definition.

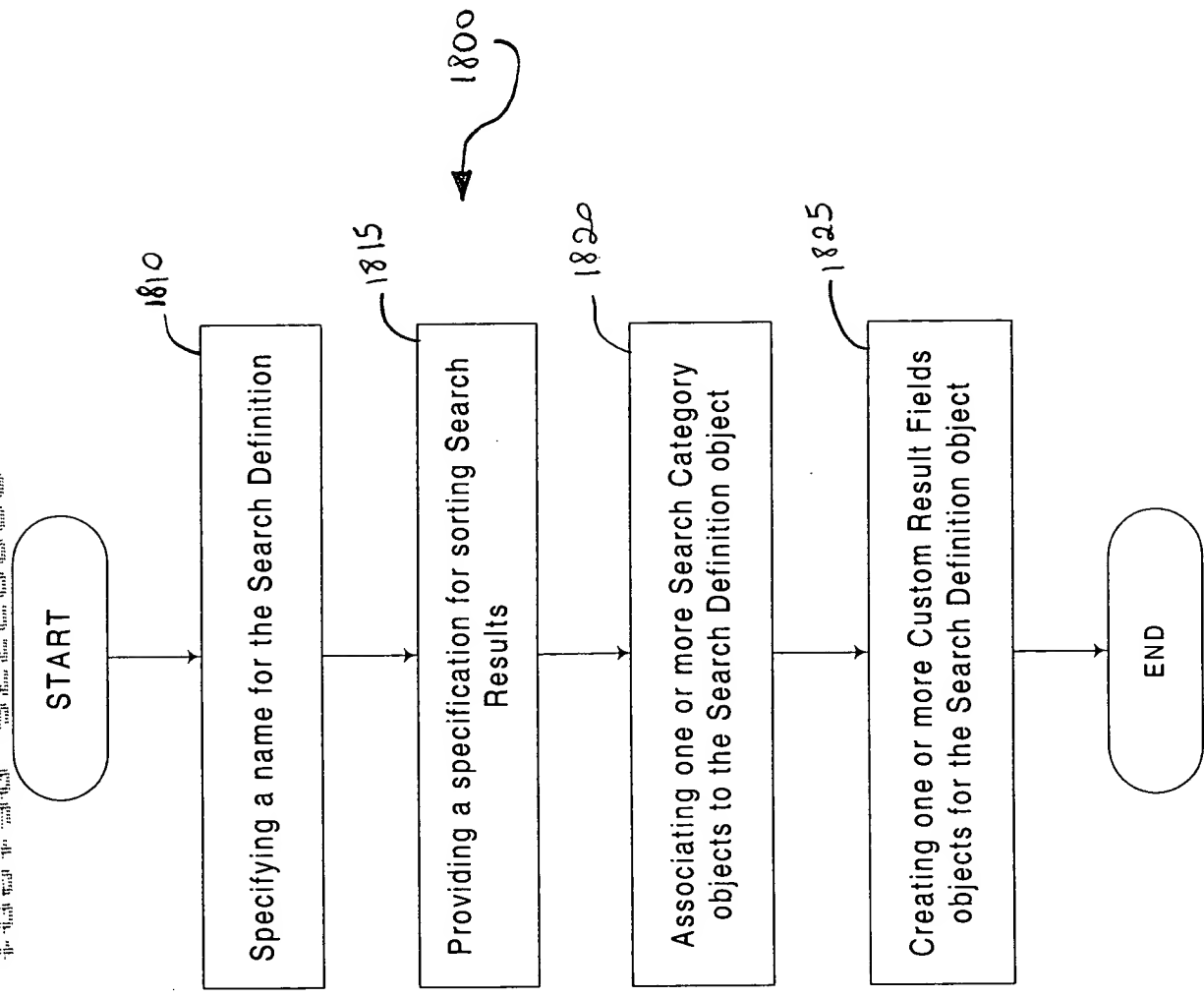


FIG. 18

| | |
|---|-------------|
| Name | <u>1905</u> |
| Display Name | <u>1910</u> |
| Filter Search Specification (Optional) | <u>1915</u> |
| Use Filtered Search (Optional) | <u>1920</u> |
| Sequence (Optional) | <u>1925</u> |

1900

FIG. 19

| | | | | | | | | |
|---|---|---------------------|---|-------------------------|---|--|--------------------------------------|------------------------------------|
| <u>2005</u> Display Name (Optional) | <u>2010</u> Display Format (Optional) | <u>2015</u> Name | <u>2020</u> Scaling Factor (Optional) | <u>2025</u> Sequence | <u>2030</u> Text Alignment (Optional) | <u>2035</u> Use in Search (Optional) | <u>2040</u> Visible (Optional) | <u>2045</u> Width (Optional) |
|---|---|---------------------|---|-------------------------|---|--|--------------------------------------|------------------------------------|

2000

FIG. 20

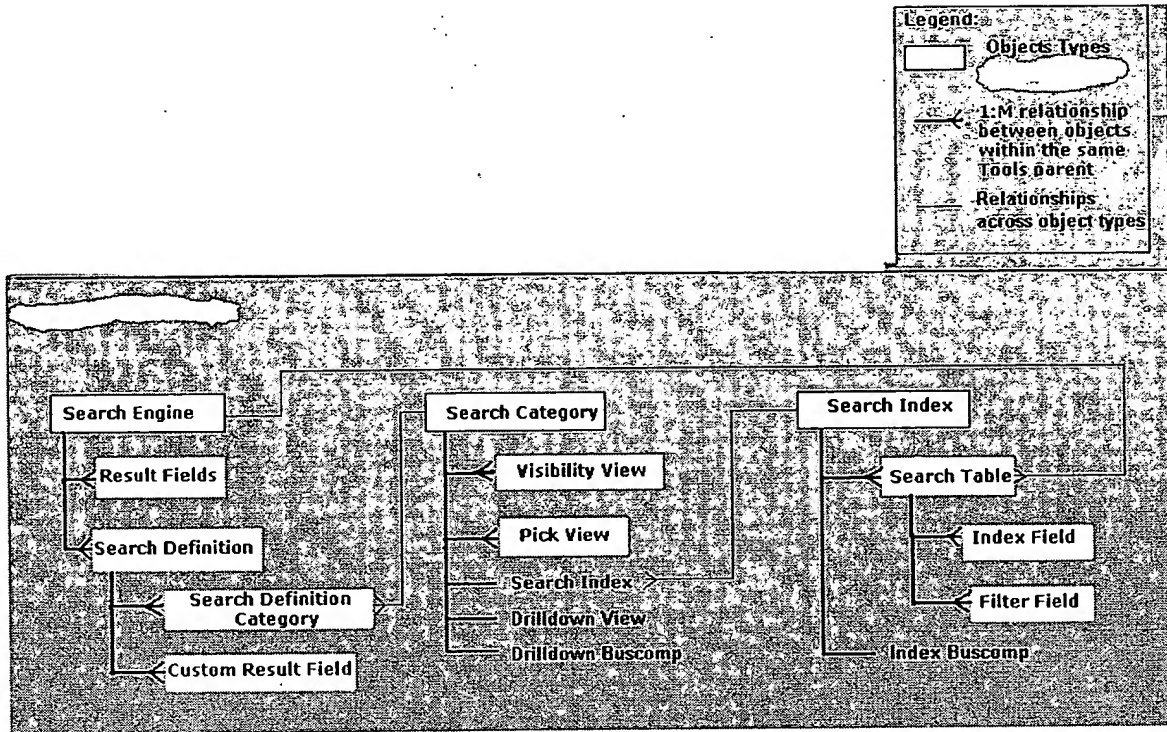


FIG. 21

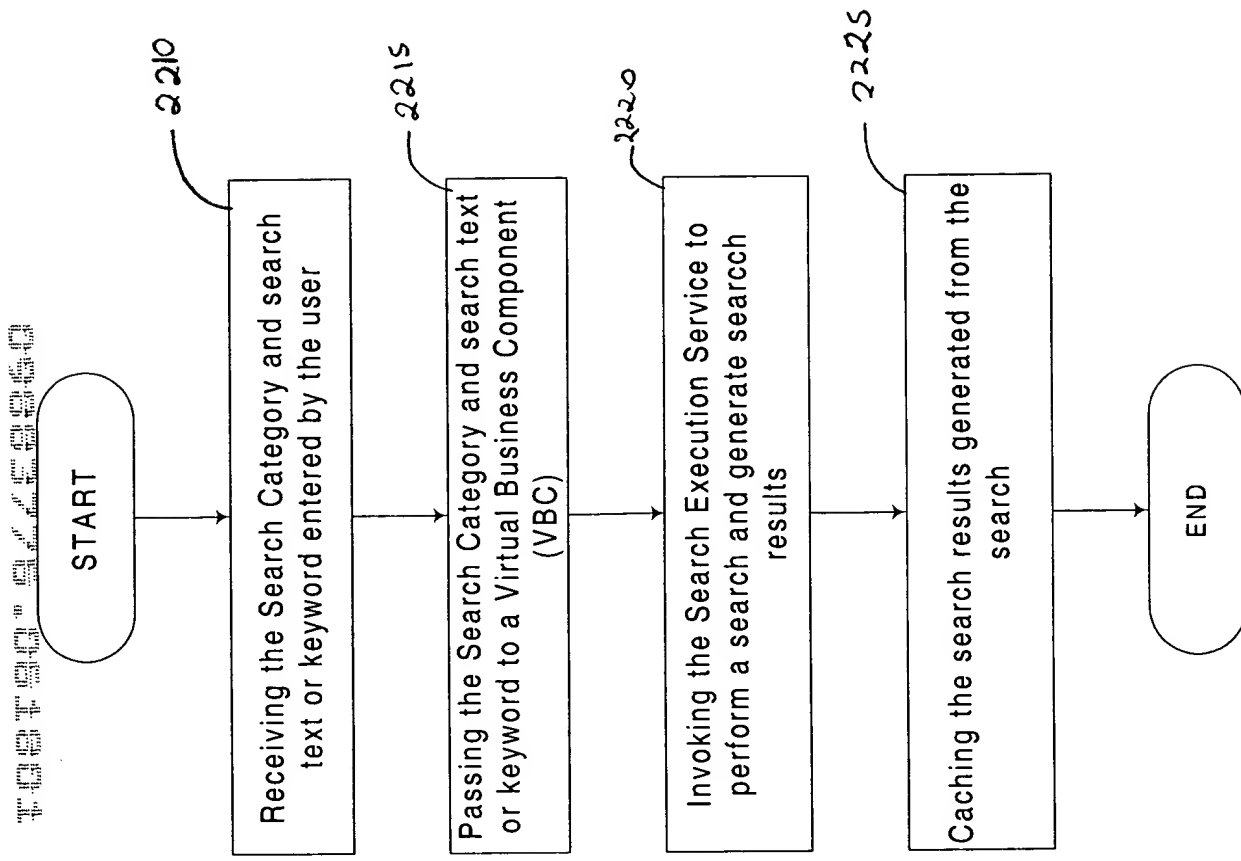
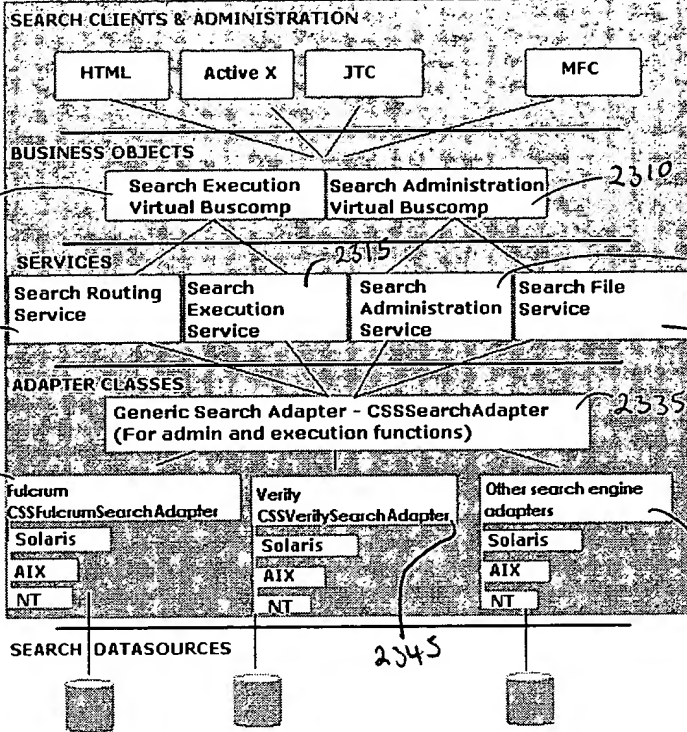


FIG. 22

RUNTIME OBJECTS



DESIGN TIME OBJECTS

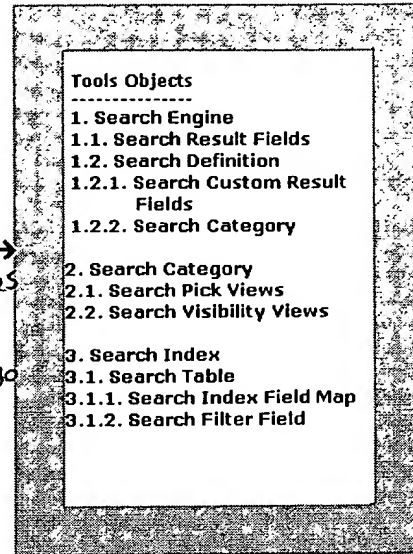


FIG. 23

Figure 1 is a screenshot of a graphical user interface (GUI) for a search application. The GUI features a title bar at the top with a "Search" button on the left and a "Close Button" (represented by an 'X' icon) on the right. Below the title bar, there is a "Look for:" section with a dropdown menu currently displaying "All Employees". Underneath this, there are four input fields arranged in two columns. The left column contains labels "Last Name:", "First Name:", "Division:", and an empty field. The right column contains the corresponding text entries: "Gorman", "Richard", an empty field, and another empty field. To the right of these input fields, there are handwritten labels: "2410" points to the "Look for:" dropdown, "2415A" points to the "Last Name" field, "2415B" points to the "First Name" field, "2415C" points to the "Division" field, "2415D" points to the first empty field, and "2415E" points to the second empty field. A large bracket on the right side of these input fields is labeled "2415". Below the input fields, there are four buttons: "Search", "Save", "Reset", and "Help". Below these buttons, there are handwritten labels: "2420A" points to the "Search" button, "2420B" points to the "Save" button, "2420C" points to the "Reset" button, and "2420D" points to the "Help" button. A large arrow on the right side of the GUI points towards the bottom right corner, labeled "515".

Search

Look for:

- <-- Service Request
- All Accounts
- All Contacts
- All Employees
- All Opportunities
- All Products
- Decision Issues
- Literature
- Resolution Documents
- Solutions
- Advanced Search

Help

2505

2500

2510

Siebel Service 7.0

Service Activities Category Contacts Correspondence Decision Issues D&B Employee Expense Literature Fund Request

File View Help Show My Service Requests Favorites: Accounts > \$1M

Service > My Service Requests > Activity Plans

Service Request

SR #: Last Name: Date Opened: 1 of 2

Reference: First Name: Commit Time: 1 of 2

Account: Primary Phone #: Source: 1 of 2

Site: Email: 1 of 2

Search

Look for: 2405

All Employees 2605

Last Name: Gorman

First Name: Richard

Division: 2610

Results

1 to 3 of 3 2620

| Lastname | Firstname |
|----------|-----------|
| Gorman | Richard |
| Gorman | Richard |
| Gorman | Richard |

Activities

New 1 to 3 of 3

| Type | Priority | Status | Description |
|------------|----------|--------|---|
| Diagnosis | 2-High | Done | Run Diagnostic software and routine peripheral utilities and inspections. |
| Assessment | 2-High | Done | Cost Repair |

00 p.m. Service Level 95 Call Center workflow meeting at 11:00 a.m. today Average Speed of Answer 0:29 Calls in Queue 23 Asan 1 of 12

In Queue 00:00:14 Item: 1 of 2

FIG. 26

Siebel Service 7.0

Service > My Service Requests > Activity Plans

Service Request

SR #: Last Name: Date Opened: First Name: Commit Time: Primary Phone #: Sources: Site: E-mail:

Activities

| Name | Summary | Date Opened |
|------------------------|-------------------------------|-------------|
| Hard Drive Failure | 24-234B, Hard Drive Failure | 05/10/2000 |
| Server Service Process | 2-1CU, Server Service Process | 05/29/2000 |
| Tech Support Call | 24-234A, Tech Support Call | 07/08/2000 |

Activities

| Type | Priority | Status | Description |
|------------|----------|--------|---|
| Diagnosis | 2-High | Done | Run Diagnostic software and routine peripheral utilities and inspections. |
| Assessment | 2-High | Done | Cost Repair |

Search

Look for: Advanced Search

Keywords: hard drive

inc

- ☒ Solutions
- ☒ Service Requests
- ☒ Literature
- ☒ Activities

Results

| Type | Summary |
|-----------------|-----------------------------------|
| Literature | Repairing the WD-26001 Hard Drive |
| Literature | 2-1 CU, Server Service Process |
| Literature | 50241, WD-26001 Hard Drive |
| Service Request | 24-234B, Tech Support Call |
| Service Request | 24-234A, Tech Support Call |
| Solution | 2-1 CU, Server Service Process |

00 p.m. Service Level 95 Call Center work flow meeting at 11:00 a.m. today Average Speed of Answer 0:23 Calls in Queue 2? Item 1 of 2

FIG. 27

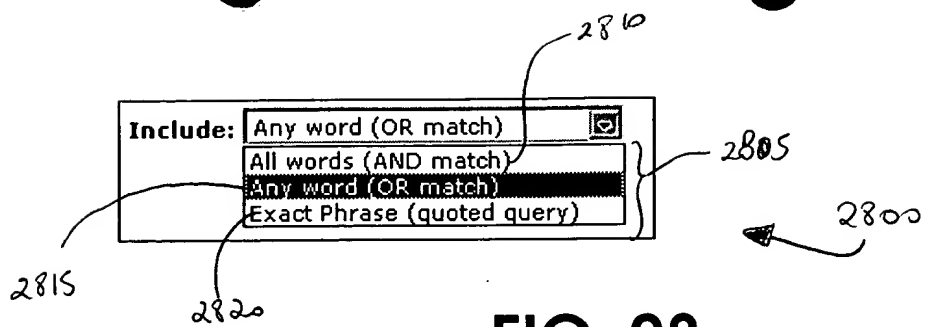


FIG. 28

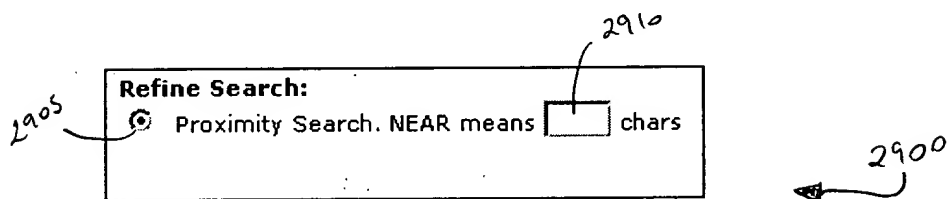


FIG. 29

http://smgalin142/calcenter/start.swe - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Address http://smgalin142/calcenter/start.swe

File Edit View Go Query Help

Home Accounts Activities Appointments Assets Calculator Chatrooms Communications Contacts Decision Issues Organization

Show Search Indices

Search Indices:

Index Settings

Find No Records

| Name | Description | Language | Delete |
|-----------------|-------------|----------|--------|
| Default Setting | | ENU | |
| | | | |
| | | | |
| | | | |

Index Refresh Refresh All No Records

| Name | Index Buscomp | Table Name | Exists | External Location | Index Status | Save |
|----------------------|---------------------|------------|--------|-----------------------------|--|------|
| Auction Item | Auction Item Detail | FUL_AUCT | | | 205 Records Indexed 0 Records Not Indexed | |
| Catalog Category | Catalog Category | FUL_CAT | ✓ | | 45 Records Indexed 0 Records Not Indexed | |
| Decision Issue | Decision Issue | FUL_DEC | ✓ | | 15 Records Indexed 1 Records Not Indexed | |
| Document | | FUL_EXTDOC | ✓ | ISMALIN142D\laidsearch_docs | 5 Records Indexed 4 Records Not Indexed | |
| Literature | Sales Tool | FUL_LIT | ✓ | | 173 Records Indexed 0 Records Not Indexed | |
| Product | Internal Product | FUL_PROD | ✓ | | 8 Records Indexed 8 Records Not Indexed | |
| Resolution Documents | SR Resolution Item | FUL_RESDOC | ✓ | | | |

Done

Start Network Inbox http:// FW: Po... Que... D: sea... Local intranet

8:12 PM

FIG. 30

3000

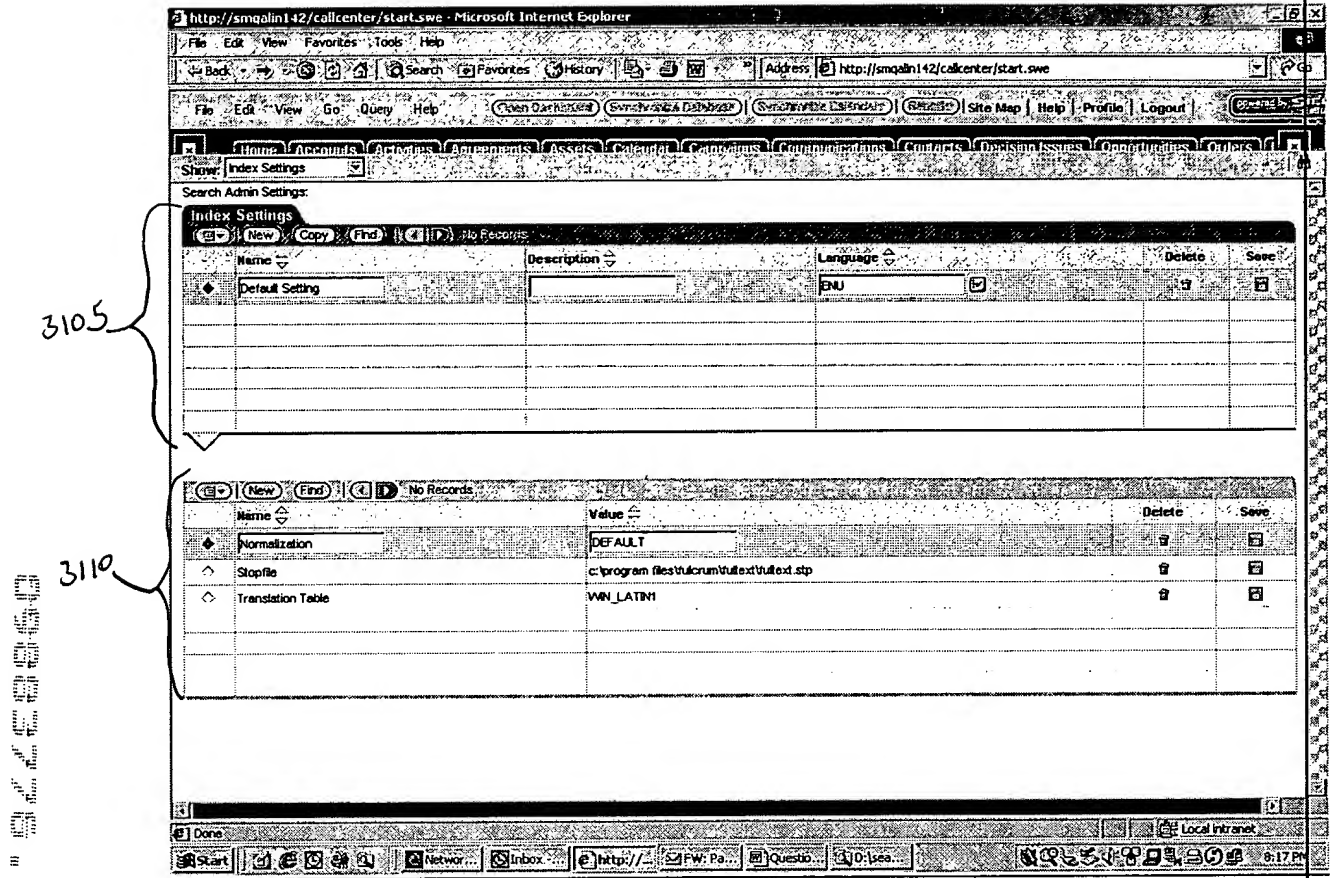


FIG. 31

3100

320°

3205

3210

3220

FIG. 32

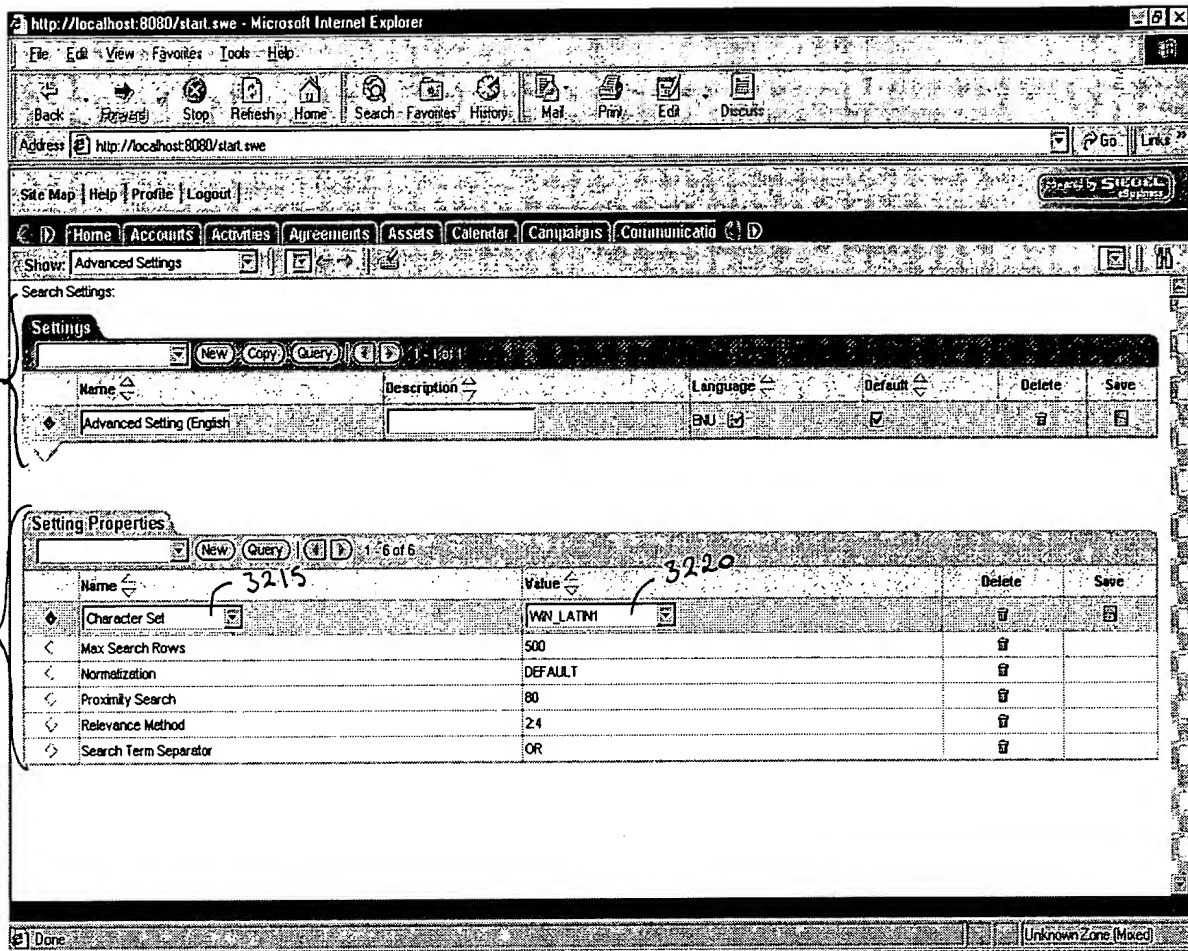


FIG. 32

FIG. 33

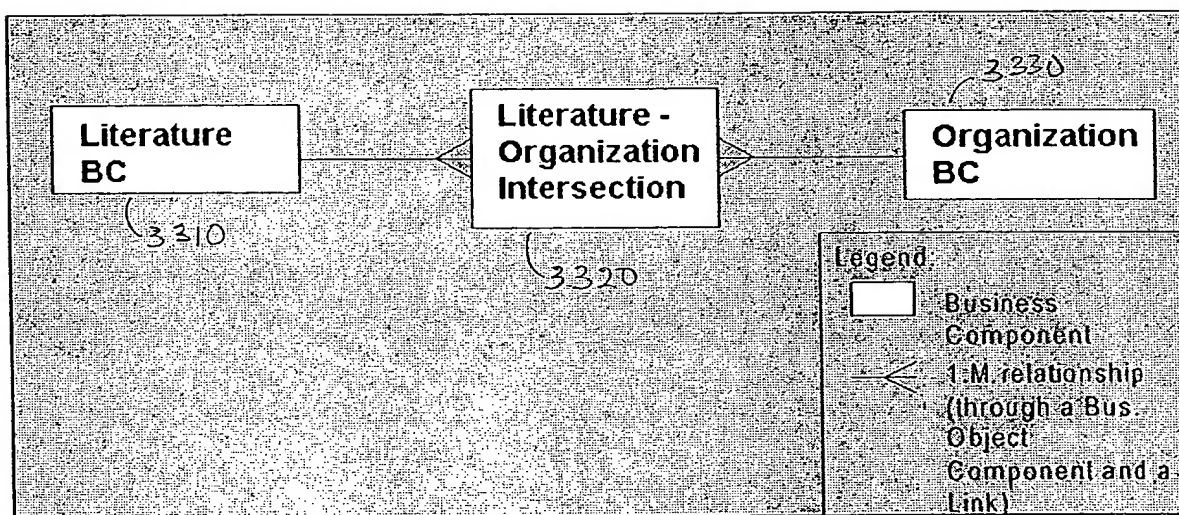


FIG. 33

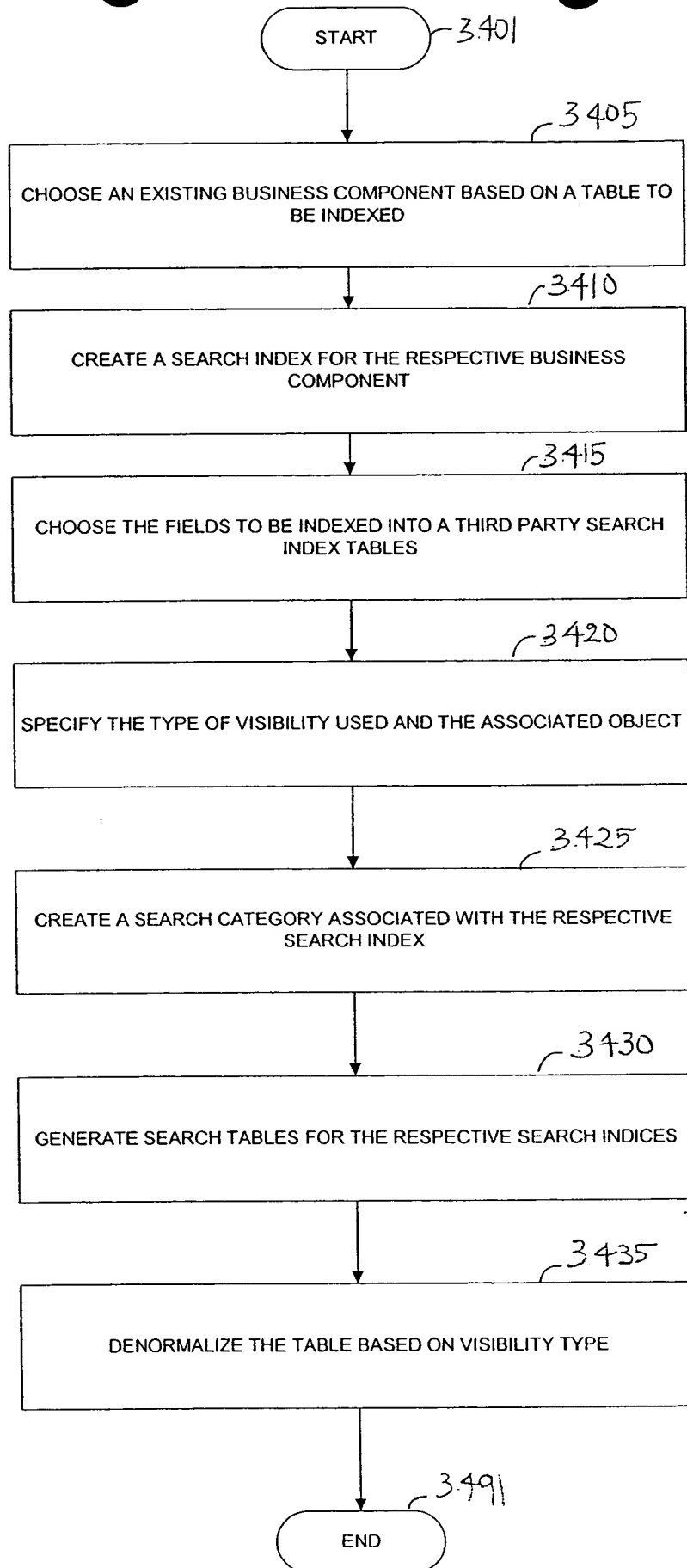


FIG. 34

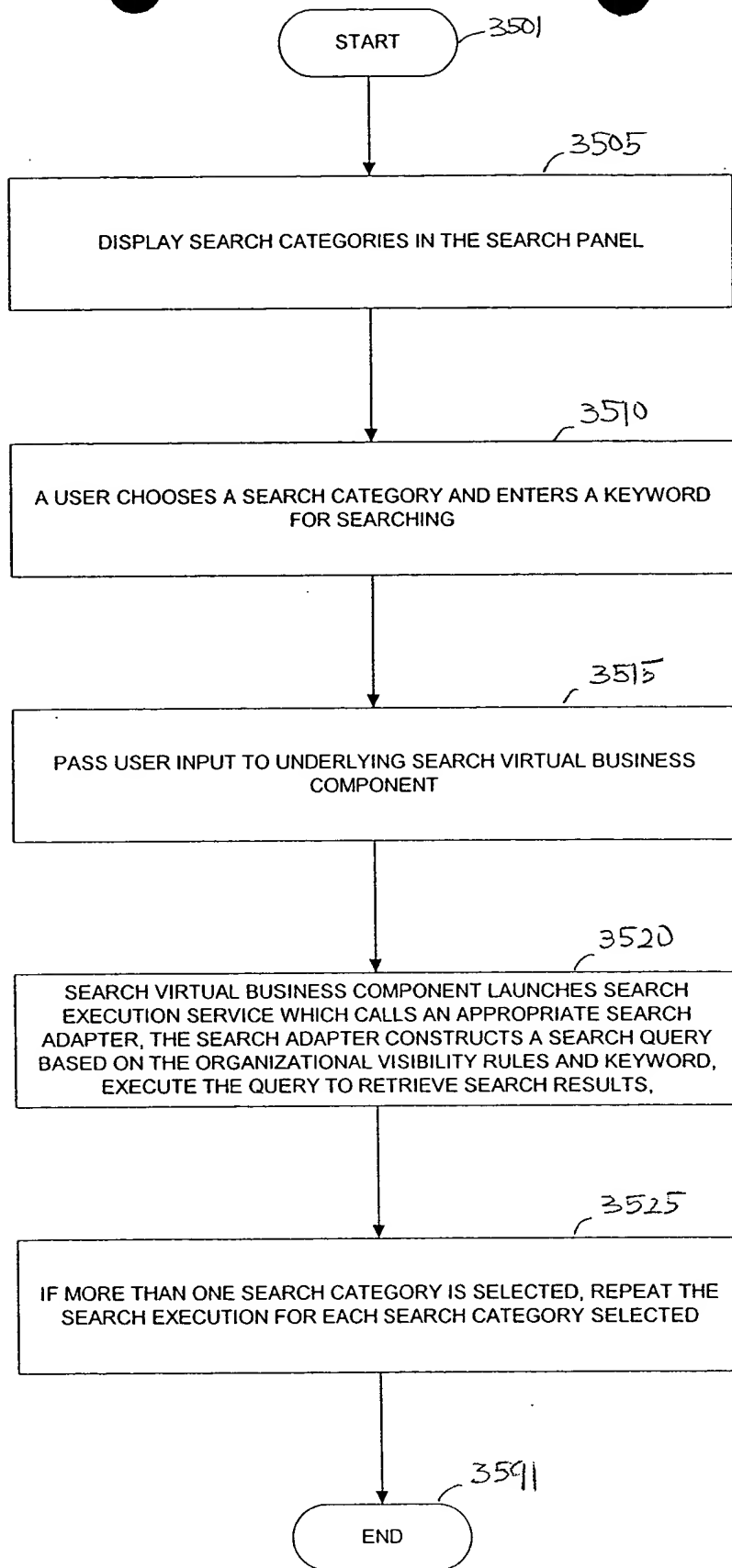
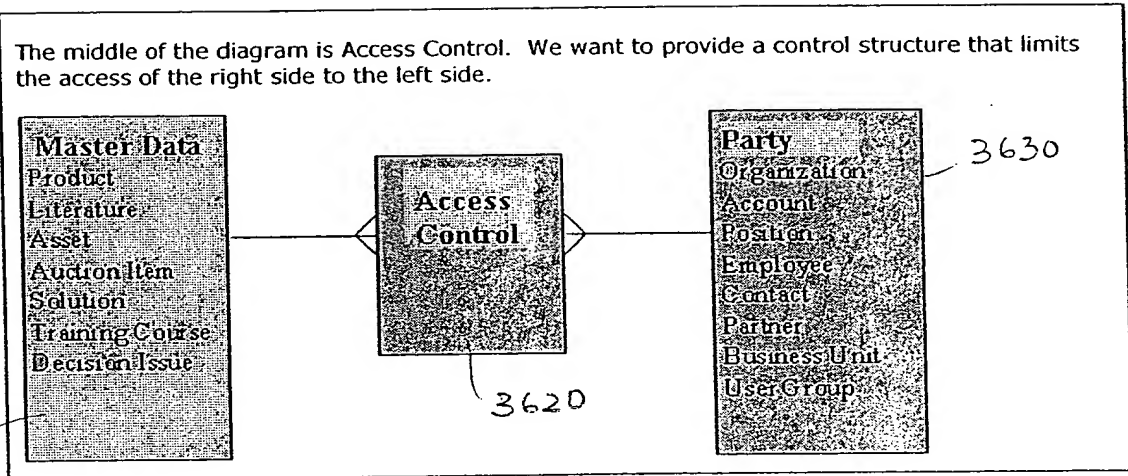


FIG. 35

3600



3610

3620

3630

FIG. 36

FIG. 37

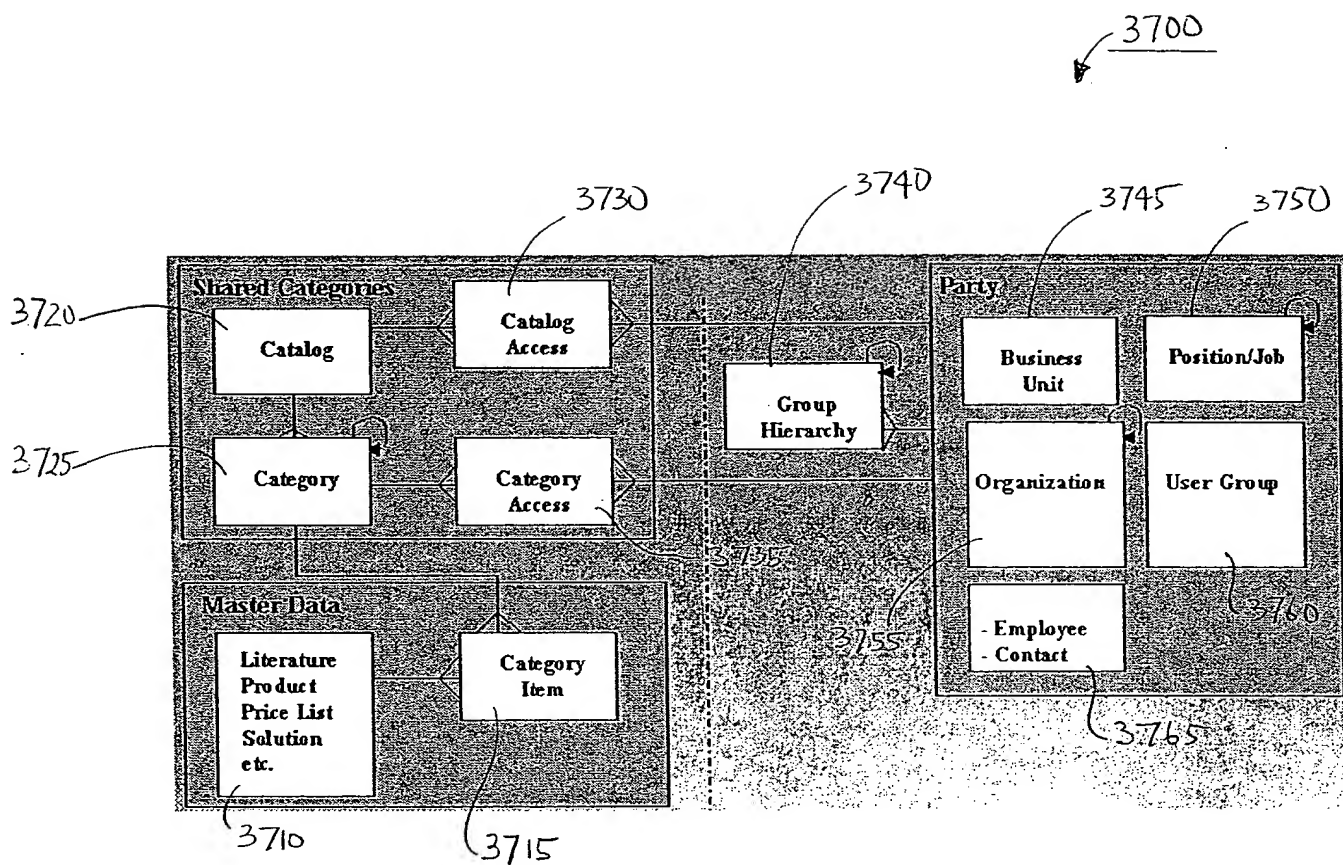


FIG. 37

FIG. 38

3800

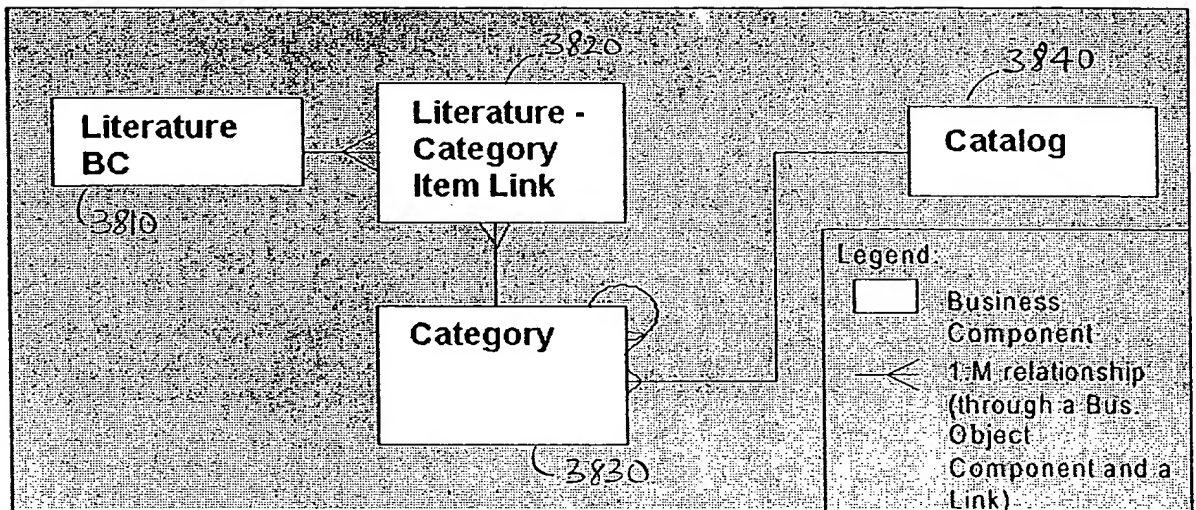


FIG. 38

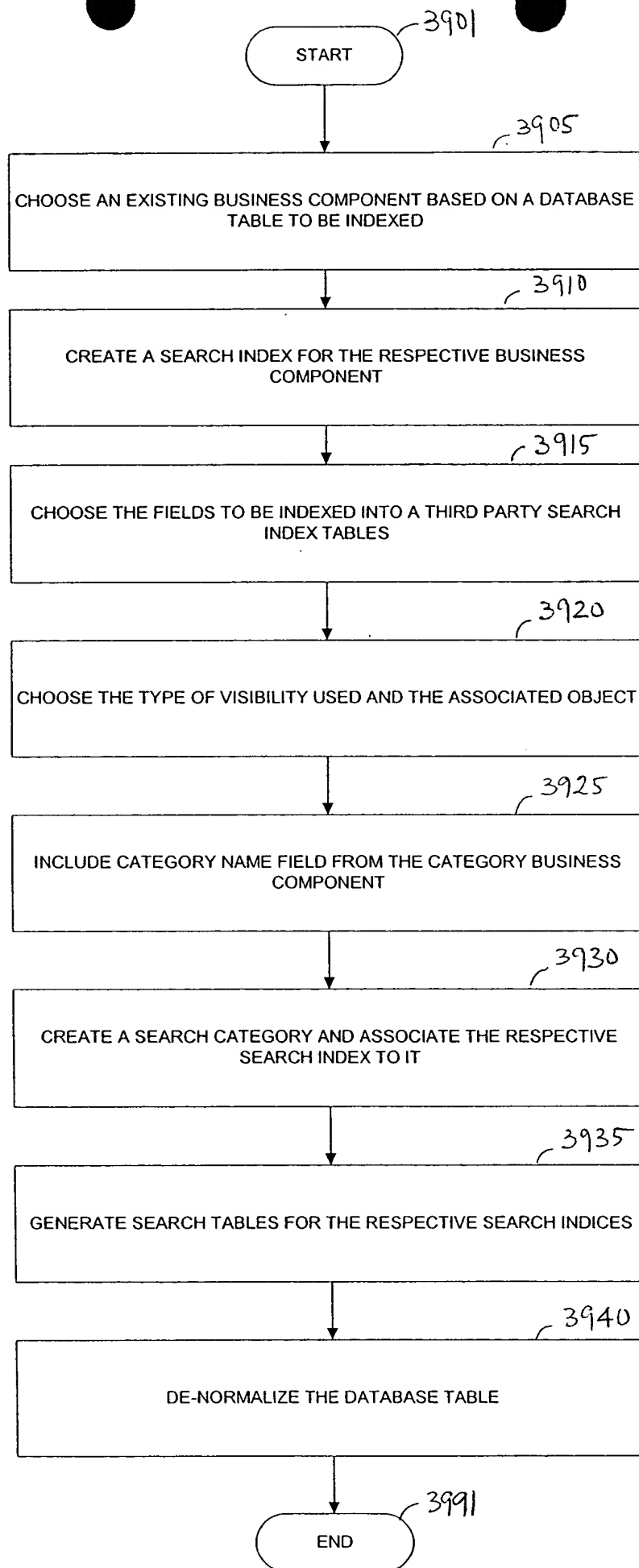
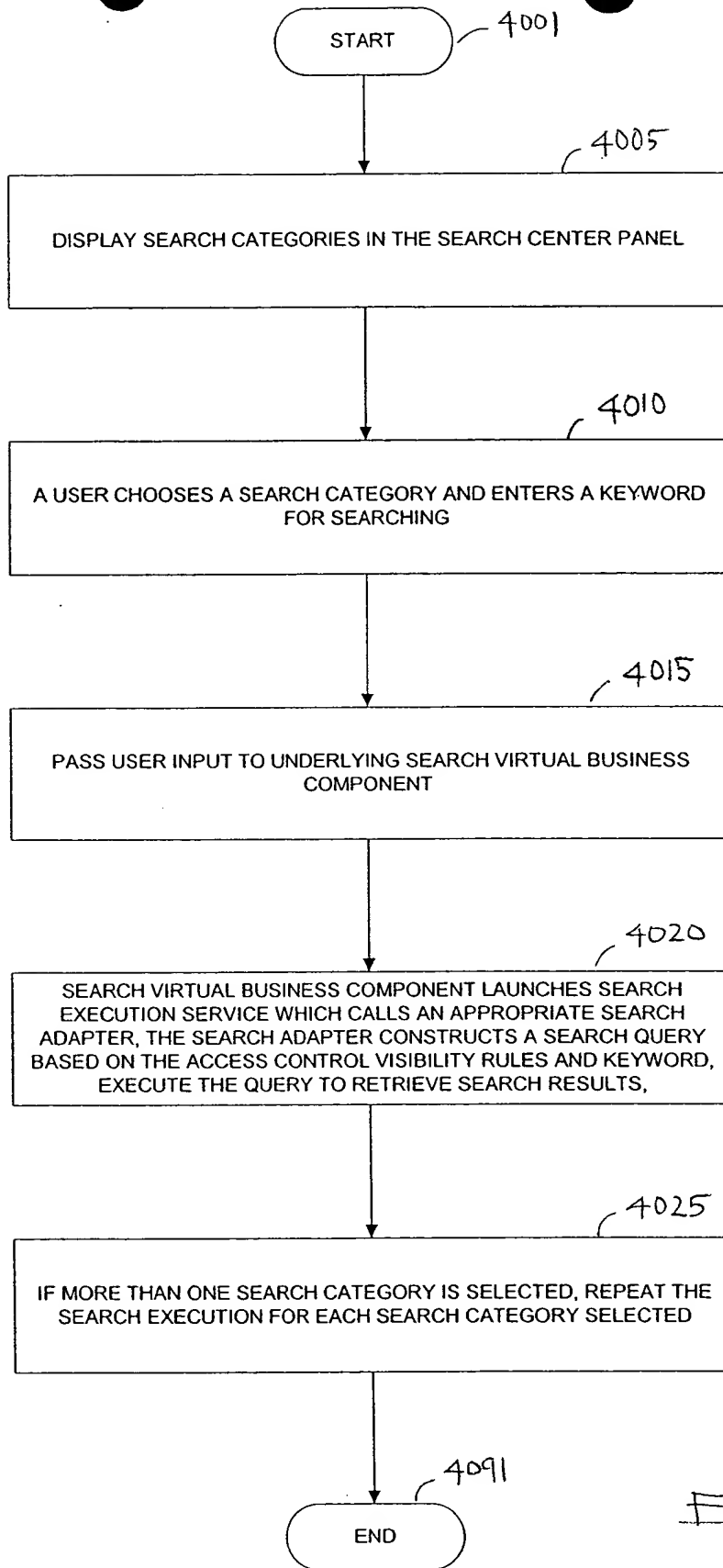


FIG. 39

FIG. 40



4000

FIG 40

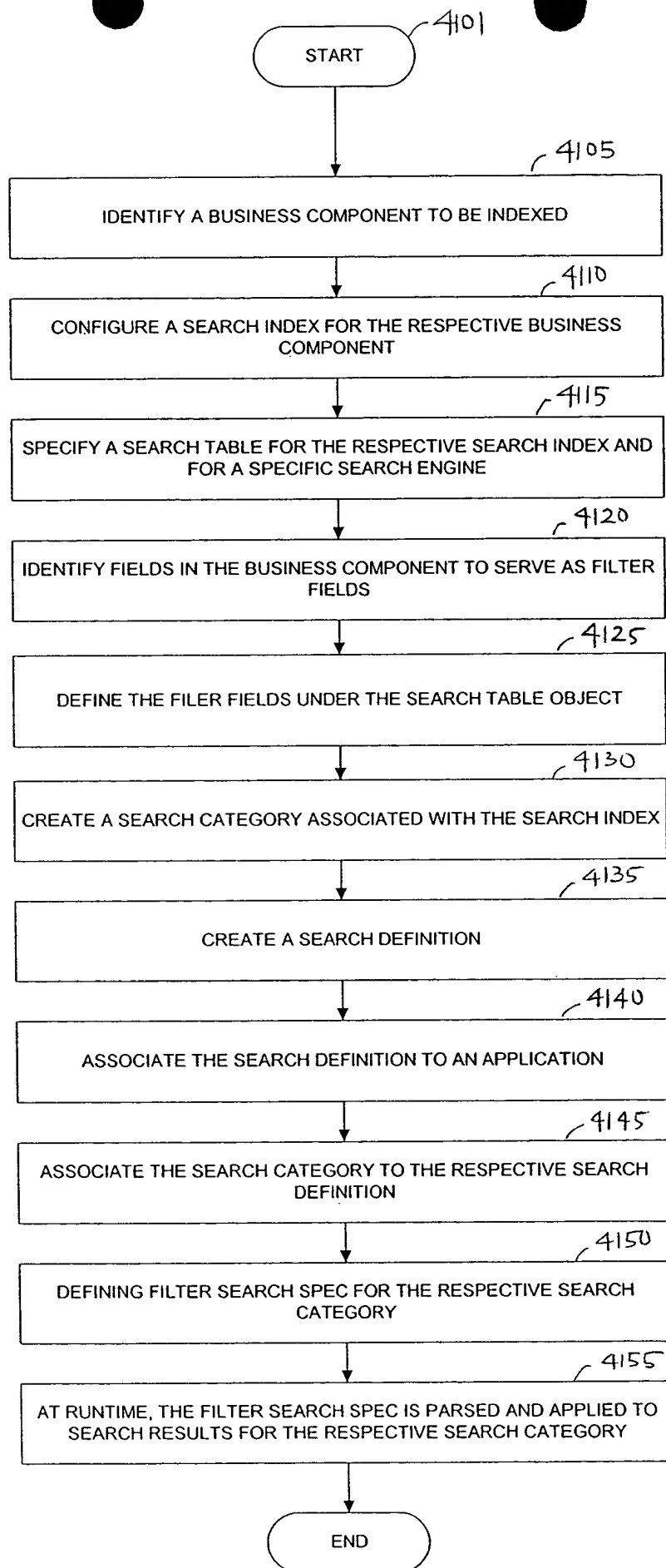


FIG. 41

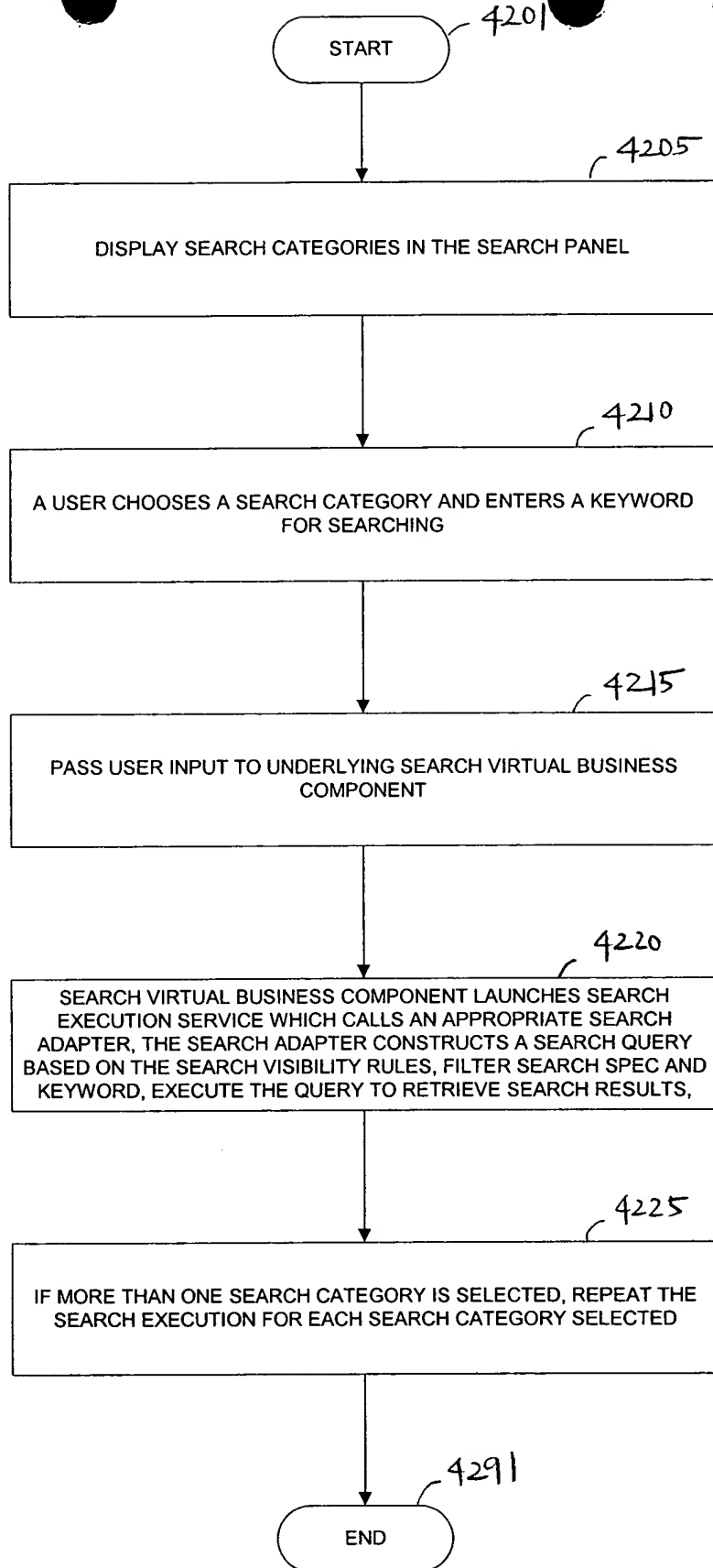


FIG. 42

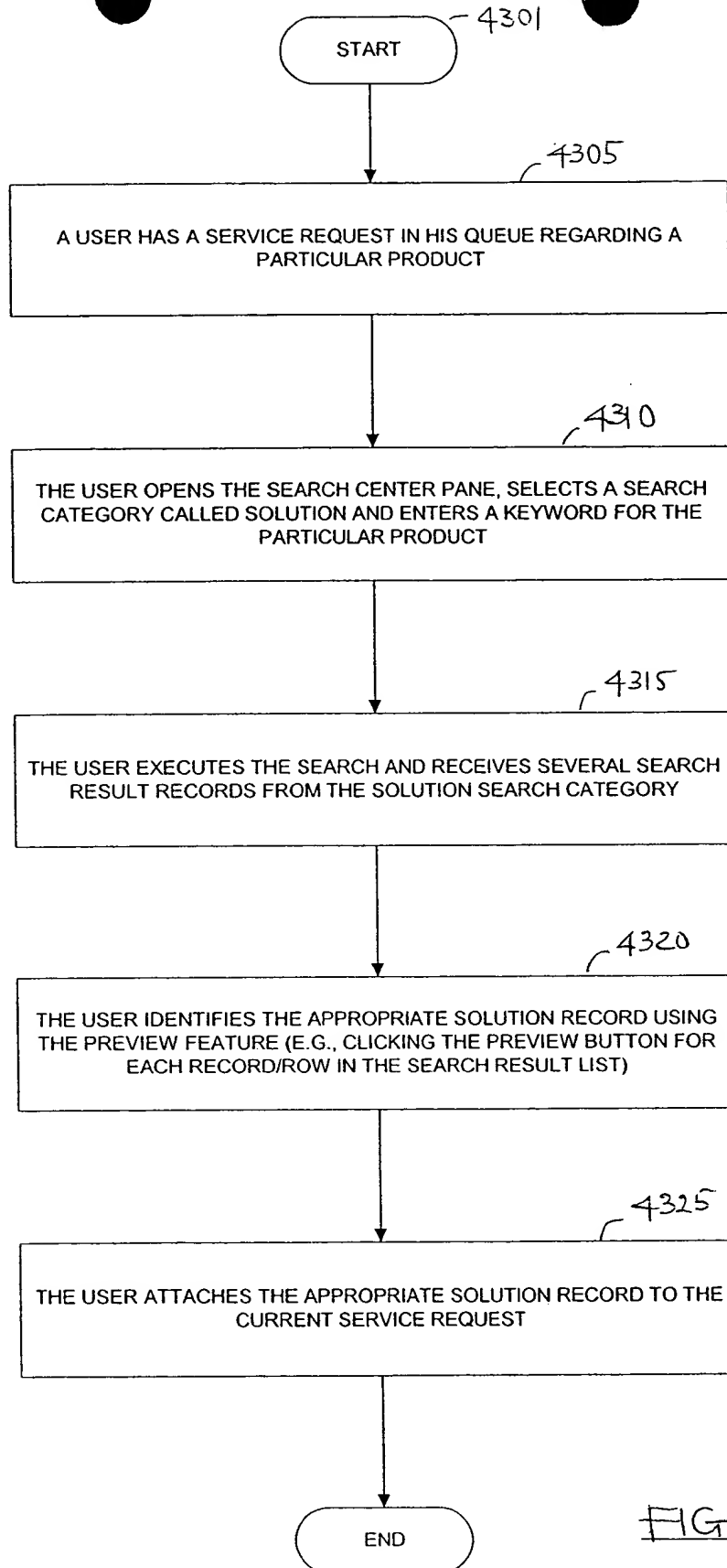
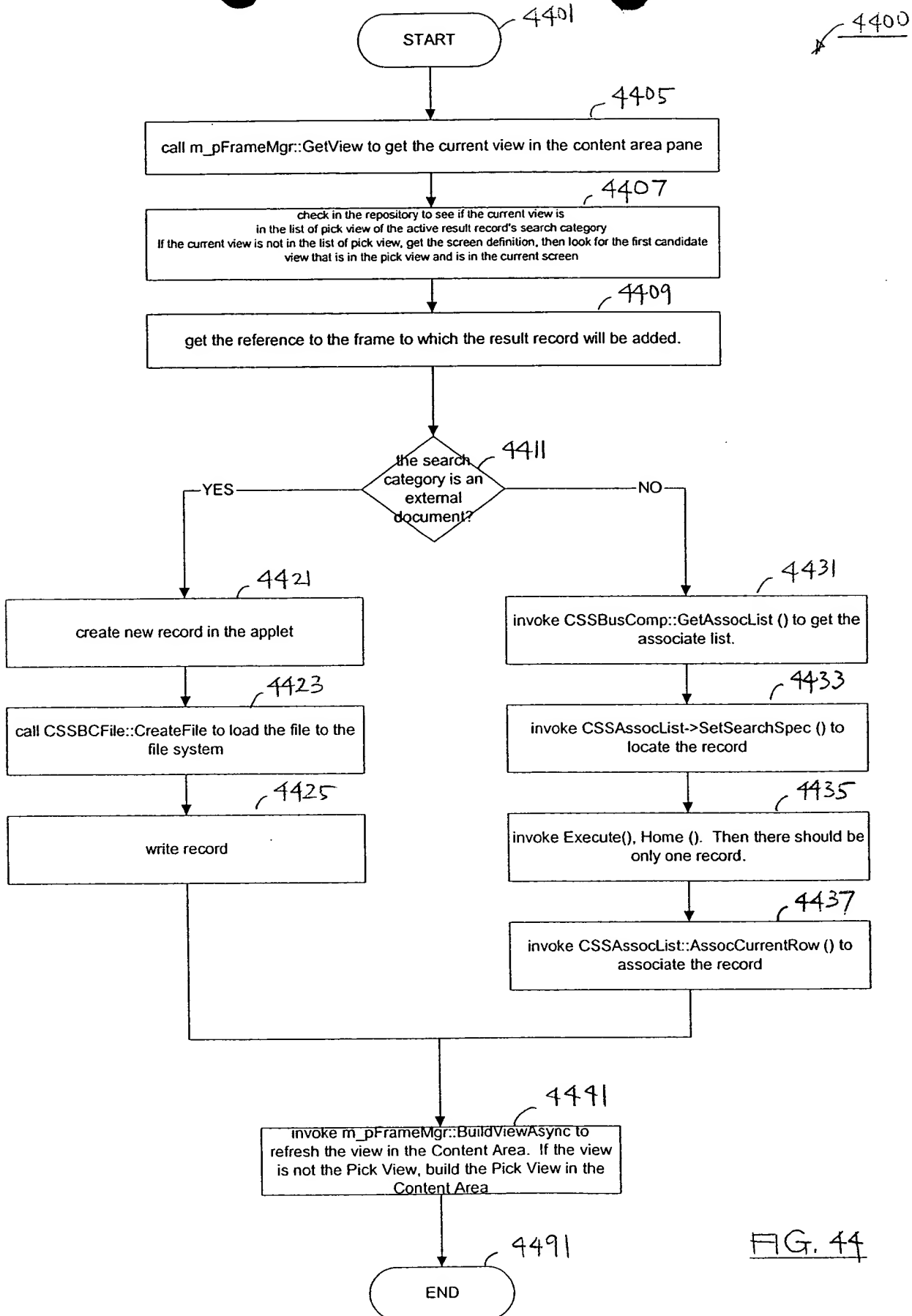


FIG. 43

4400 4405 4407 4409 4411 4421 4423 4425 4431 4433 4435 4437 4441 4491



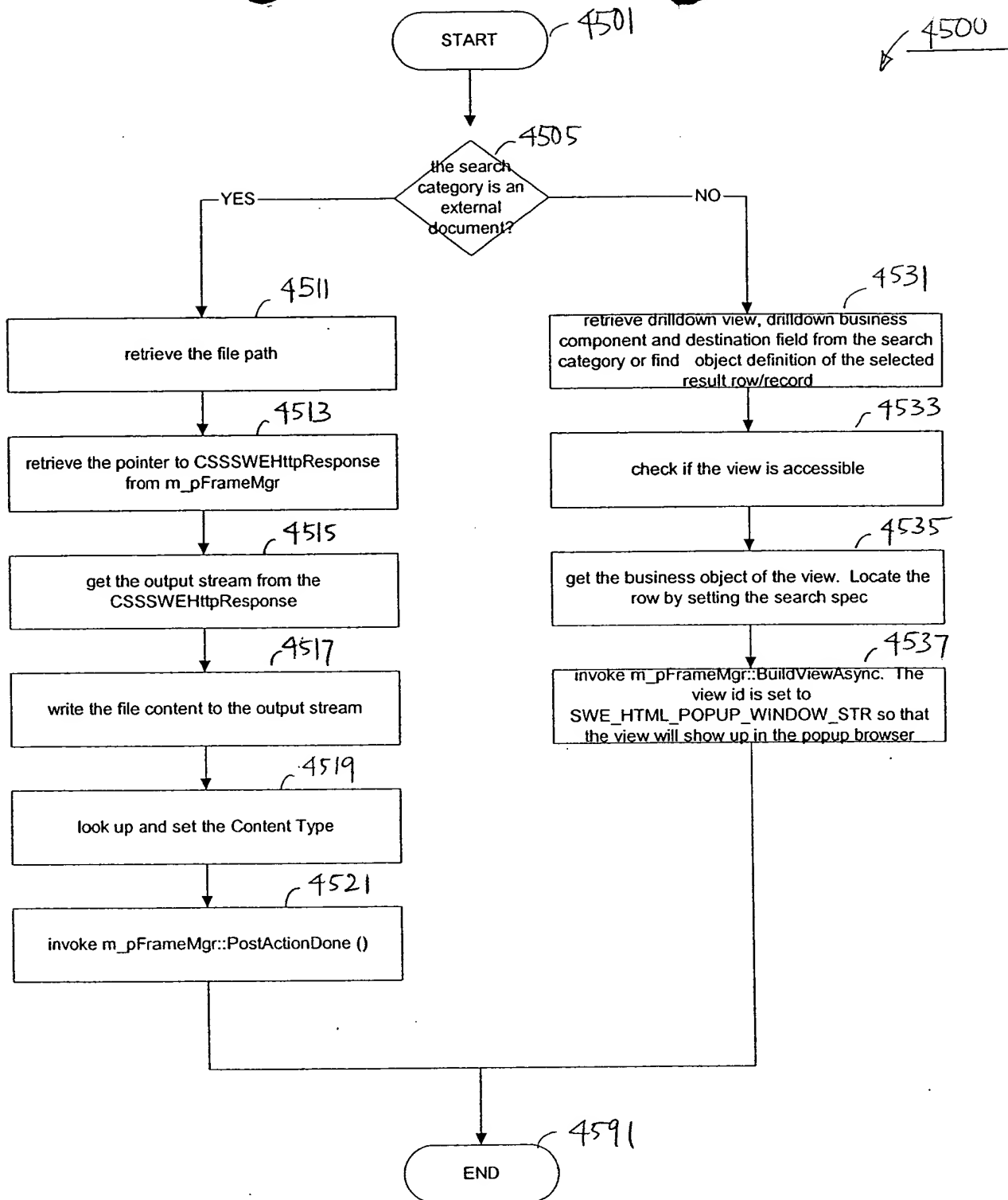


FIG. 45

4600

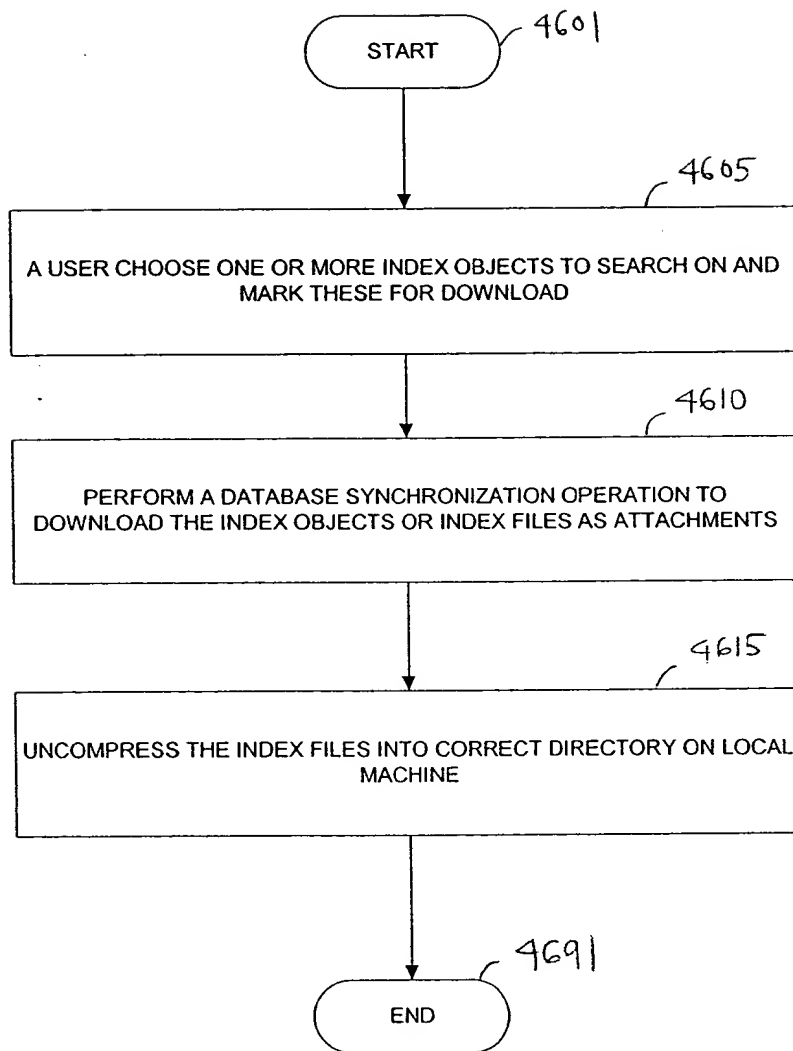


FIG. 46

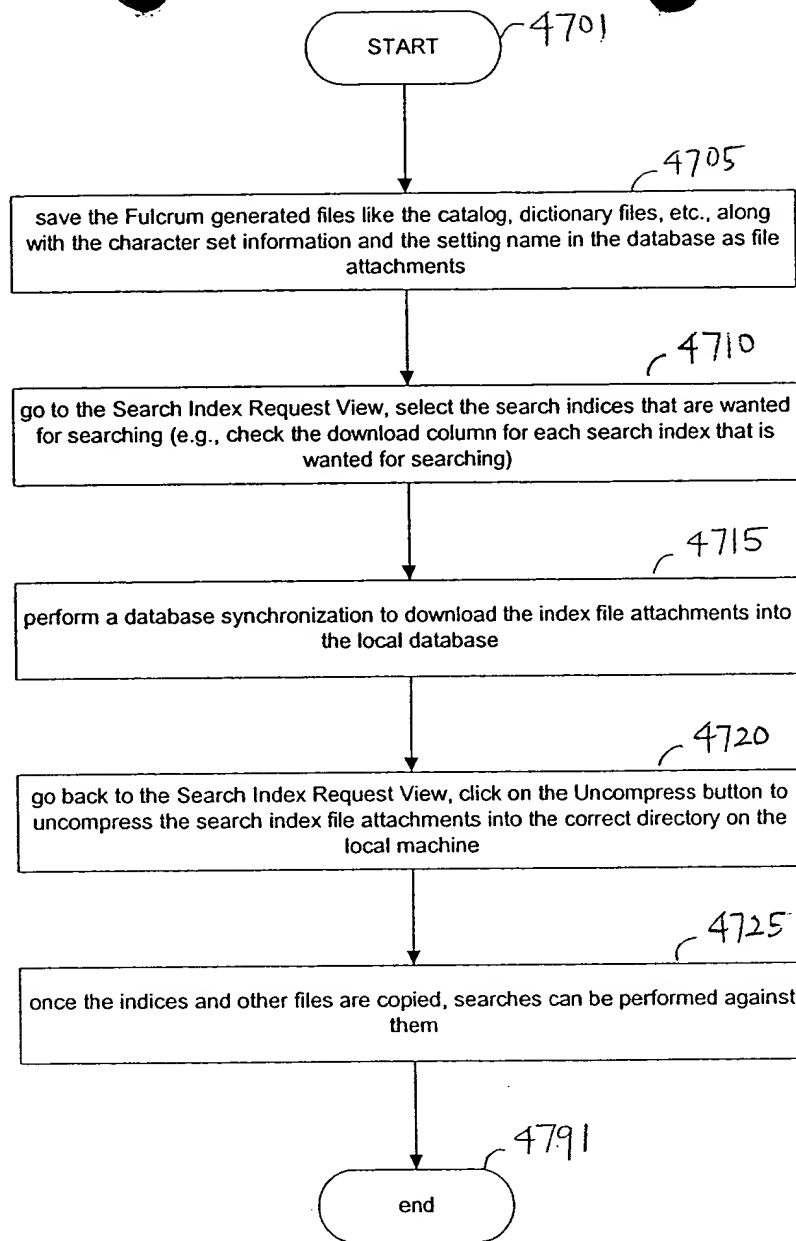


FIG. 47

4800

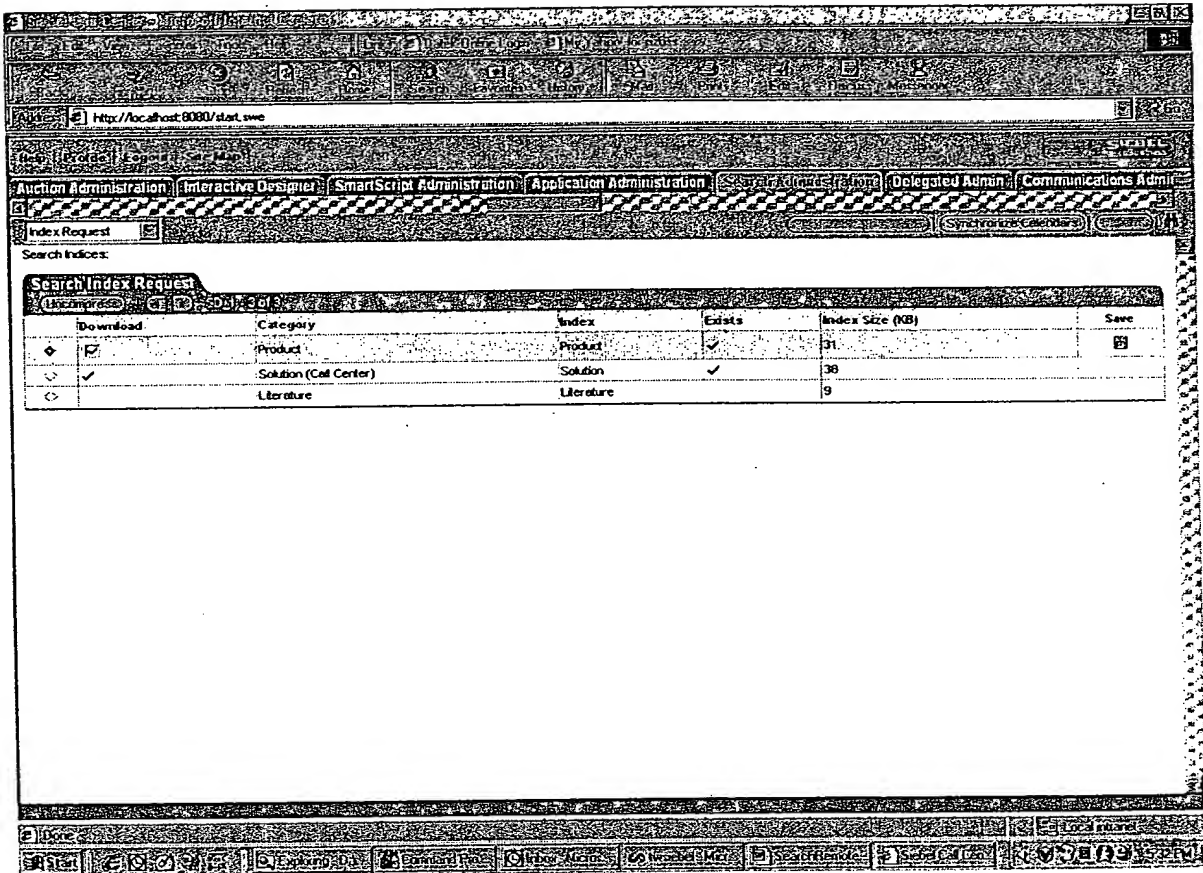


FIG. 48

4900

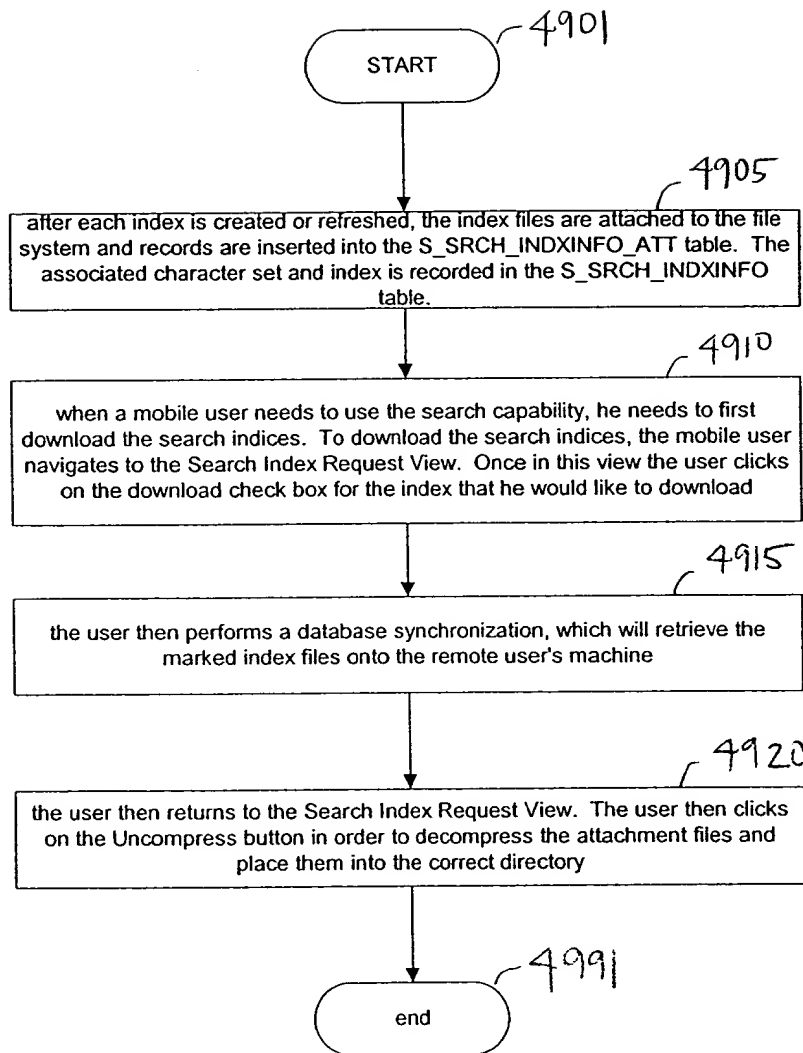


FIG. 49